



Arnold A. Schwarzenegger, Governor
Sunne Wright McPeak, Secretary, Business, Transportation & Housing Agency
Jeff Davi, Real Estate Commissioner

DEPARTMENT OF REAL ESTATE
Equal Opportunity Employer
Job Opportunity

Office Assistant (Typing)
Los Angeles Enforcement
Permanent - Full-time

The Department of Real Estate has an opening in its Los Angeles Enforcement section for an Office Assistant (Typing). This position is permanent, full-time. The Department is located at 320 W. 4th Street, Suite 350, in downtown Los Angeles.

Duties of the position include:

- Assisting licensees and public with questions at the front counter, as well as by phone, regarding licensing and enforcement questions, complaint procedures, continuing education and real estate examinations.
- Provides a variety of word processing, typing, and data entry tasks, including but not limited to the following: investigative documents, letters, memorandums, transmittals, subpoenas, affidavits and miscellaneous departmental communications from handwritten drafts. Identifying, storing, and retrieving information already keyed into the computer and making required corrections or revisions; creating document formats and spreadsheets; composing correspondence to the public from written inquiries.
- Provides back-up assistance to the Pre-Complaint desk and the Regional Manager's office technician by proofreading transmittals, preparing packages for forwarding to Sacramento Legal and updating tracking logs.
- Enter Pre-Complaint information on the computer database.
- Check licensing status and public printouts on all licensees. Search and print out prior cases on complainants and respondents, mail forms, take messages for other staff, arrange for shipment of packages by UPS, courier, Fed/Ex etc.

Required qualifications:

- Ability to answer, screen and transfer all incoming phone calls.
- Ability to attain a working knowledge of DRE licensing requirements and provide professional customer service.
- Interpret and apply laws, rules, regulations, policies and procedures.
- Ability to follow oral and written instructions, and communicate effectively.
- Excellent attendance and interpersonal skills.
- Ability to work well under pressure and within mandated timeframes.
- Patience and tact in dealing with the public, staff members and others.
- Ability to function independently or as part of a team.
- A valid typing certificate for 40 wpm (or greater) is required. **Attach a copy of your typing certificate to your application.** (A typing test and certificate can be given by the Department of Real Estate).

Desirable Qualifications:

- On-line inquiry computer experience.
- Personal computer experience using Word, Excel or an equivalent application.
- Knowledge of Real Estate laws, rules, regulations, policies and procedures.
- Ability to lift up to 50 lbs. as necessary.

Salary Range:

A - \$2003 - \$2435

B - \$2172 - \$2641

Who may apply:

Current State employees in the Office Assistant level, those with list eligibility and those individuals who are transferable to the class. **Priority consideration will be given to SROA/Surplus employees. Please indicate SROA/Surplus information on your state application.**

Submit Applications to:

Linda Luna, Personnel Services
Department of Real Estate
2201 Broadway, P.O. Box 187000
Sacramento, CA 95818-7000
(916) 227-0797 or CALNET 498-0797

For information on the position contact:

DeBorah Jackson-Pickett, Office Services Supervisor III
Los Angeles District Office
(213) 576-6976 or CalNet 8-649-6976

California Relay Service: 1-800-735-2922 (Voice); 1-800-735-2929 (TDD)

FINAL FILING DATE: Open Until Filled

Applicants will be screened based on the Necessary/Desirable Qualifications shown above and only those most qualified will be contacted for an interview.

Applications (Std. 678) may be obtained from the State Personnel Board website at <http://www.spb.ca.gov>